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CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on

February 23, 2004

By: Vicki W. Chia

ATTORNEY DOCKET NO.: 2000P09085US01

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): William J. Beyda

Serial No.: 10/759,790

Filing Date: January 16, 2004

Title: **APPARATUS AND SYSTEMS FOR UTILIZING CALLER ID DATA TO AUTOMATE RETURN CALL PROCESSING**

Examiner: Unassigned

Art Unit: Unknown

COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

This Information Disclosure Statement is submitted:

under 37 CFR 1.97 (b), or

(Within three months of filing national application; or date of entry of international application; or before mailing date of either a first office action on the merits or a first office action after filing of a Request for Continued Examination under § 1.114; whichever occurs last)

under 37 CFR 1.97 (c) together with either a:

Certification under 37 CFR 1.97 (e), or

A \$240.00 fee under 37 CFR 1.17 (p) authorized to be charged to Deposit Account 19-2179. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 19-2179 pursuant to 37 CFR 1.25.

(After the CFR 1.97 (b) time period, but before final action or notice of allowance, whichever occurs first)

under 37 CFR 1.97 (d) together with a:

Certification under 37 CFR 1.97 (e), and

the required fee under 37 CFR 1.97 (d) (2) which is \$240.00 under 37 CFR 1.17(p) is authorized to be charged to Deposit Account 19-2179. (Filed after final action or notice of allowance, whichever occurs first, but on or before payment of the issue fee)

under 37 CFR 1.97 (i)

Filed after payment of issue fee, but before grant of patent - No fee or certification required

Applicant(s) submit herewith Form PTO 1449 - Information Disclosure Citation together with copies of patents, publications or other information of which applicant(s) are aware, which applicant(s) believe(s) may be material to the examination of this application and for which there may be a duty to disclose in accordance with 37 CFR 1.56.

[] A concise explanation of the relevance of foreign language patents, foreign language publications and other foreign language information listed on PTO Form 1449, as presently understood by the individual(s) designated in 37 CFR 1.56 (c) most knowledgeable about the content that is given on the attached sheet or by the enclosed English-language search report.

[] The undersigned hereby certifies under 37 CFR 1.97(e)(1) that each item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement; or

[] The undersigned certifies under 37 CFR 1.97(e)(2) that no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 1.56(c) more than three months prior to the filing of the information disclosure statement.

[] Applicants do not believe any fee is due. However, at any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 19-2179 pursuant to 37 CFR 1.25. A duplicate copy of this sheet is enclosed.

The filing of this information disclosure statement shall not be construed as a representation that a search has been made or that no other material information exists. Further, the filing of this information disclosure statement shall not be construed as an admission against interest in any manner or as an admission that the information cited is, or is considered to be material to patentability.

It is requested that the information disclosed herein be made of record in this application.

Respectfully Submitted,



David D. Chung, Reg. No. 38,409
Attorney for Applicant(s)
Date: 19 Feb 04
Telephone No.: (650) 694-5339

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[] The undersigned hereby certifies under 37 CFR 1.97(e)(1) that each item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement; or

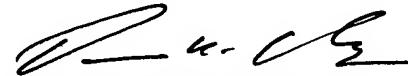
[] The undersigned certifies under 37 CFR 1.97(e)(2) that no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 1.56(c) more than three months prior to the filing of the information disclosure statement.

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David D. Chung, Reg. No. 38,409
Attorney for Applicant(s)
Date: 19 Feb 04
Telephone No.: (650) 694-5339

DUPLICATE

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

FEB 25 2004

(use as many sheets as necessary)

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of

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Complete if Known

Application Number	10/759790
Filing Date	01/16/2004
First Named Inventor	Beyda
Group Art Unit	Unknown
Examiner Name	Unassigned
Attorney Docket Number	00P09085US01

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code ² (if known)			
		6,567,506		Kermani	05/20/2003	
		6,532,286		Burg	03/11/2003	
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		6,343,120		Rhodes	01/29/2002	
		4,241,238		Strand	12/1980	
		5,283,818		Klausner, et al.	02/1994	
		5,390,236		Klausner et al.	02/1995	
		5,394,445		Ball et al.	02/1995	
		5,467,385		Reuben et al.	11/1995	
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		6,292,543		Cannon, et al.	09/2001	
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		5,572,576		Klausner, et al.	11/05/1996	
		6,377,927		Loghmani, et al.	04/23/2002	

OTHER NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	A		
	B		

Examiner Signature	Date Considered
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹Unique citation designation number. ²See attached Kinds of U.S. Patent Documents. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.